

# Frame story

Your group is a team of (very freshly recruited) consultants and your task is to produce preliminary requirements specification for a system that handles orders. Following documentation describes the company, that will be your customer and their wishes.

## Situation so far...

The CEO of the customer company has recently retired and has been now replaced with their grandchild, who wants to drag the company kicking and screaming to the 2020. Previously the orders were received through email or phone. The new plan wants to make ordering as easy as possible through company's web page. However, knowing that some of the existing customer base would not think kindly of being forced to use web page to order, the email and phone ordering will be available until unforeseeable future. It should be the duty of the customer service to make sure orders by phone or email end up in the new system.

Company management (not IT professionals) have hastily created the following description of the company needs. It is now your team's responsibility to create preliminary specification, which will be used later to invite tenders for some company to implement the system.

## General description of company operations

Company designs and produces devices/things/gadgets/whatsitsnames, that are assembled from off the shelf components in the assembly lines of the company. Products are always produced as per customer needs (following JIT<sup>1</sup> / JOT<sup>2</sup> principles). So, nothing is premade to storage. After the customer has placed their order, company orders the components for the product. Components arrive to the receiving area, and will be collected by the production department, who will assemble the end product. Different transport companies deliver components and pick up finished end products to deliver them.

***Decide between your group members what is the actual line of business that fits the previous description and that will be then your customer company. One example could be company that builds computers based on the customer requirements. Note that the decision affects for example what kind of stakeholders you can find, what kind of end system you actually need and how extensive the system is. Do not be afraid that you'll doom yourself with your choice, this is the preliminary specification only. You can (should?) also think of a name for your customer company, so it is easier to refer to it in the documentation.***

## Company's description of the requested order system

(sent by the customer company's middle manager with email header "description of the requirements, that is, what we want.")

### ORDER SYSTEM

Main goal of introducing a new order system is to ease order handling, increase the customer base and availability of the company's products. Secondary benefits we are after include being able to somehow automatically order the components based on the customers' orders.

We have a vision that customers could create an account to our pages, and they can order through that account. Maybe we do not need to save the purchase history, at least not in the first version. But that might come handy in the future, so let us not rule it out. The account and the system must comply with the GDPR statutes. We can't afford to get into trouble because of that.

We don't want to change our processes too much. The production manager wants to hold to the production schedule decisions, and procurement demands that the possibly automated new system does not result in situation where each component or components are ordered individually from vendors. Sales department requests ease of use. They also need the system to be fast as they might need to check contents during phone calls. We would also like to automate the dispatching costs calculation as it would streamline few processes in the financial administration.

We have received requests to improve the customer experience by allowing our customers to track what their order status is. Options should be "order received", "in production", "waiting transit" and "in transit". At least the account holders should have the tracking available, but if unregistered customers can somehow get the feature too, it would be great. If this feature is implemented to the system, it should be implemented so that it does not increase our work hours.

All in all, the system should obviously be reliable and up-to-date. In addition, our CEO wants to be able to pull information from the system with different reports. One more thing, obviously we have existing systems, like our web pages, ERP (enterprise resource planning) and CRM (customer relationship management) as well as the financial systems. How the new system sits with those must be taken into account. And any systems from public authorities and the carbon neutrality tracking tools.

Yours truly, Magnificent Manager

<sup>1</sup>Just In Time

<sup>2</sup>Juuri Oikeaan Tarpeeseen (rough translation Exactly to the need), often used term in Finland for JIT-like principle.